

# Business Continuity and Contingency Policy

## 1. Purpose

Safe Skills Training Ltd maintains a practical business continuity and contingency approach to reduce disruption and protect learners, clients, and the business.

This policy sets out how Safe Skills Training Ltd:

- Identifies common disruption scenarios
- Maintains minimum service continuity
- Communicates with clients and learners
- Protects records and data
- Recovers operations and learns from disruption

## 2. Scope

This policy applies to:

- All training delivery (in-person and any remote delivery)
- Booking, scheduling, and client communications
- Assessment and certification administration
- Record keeping and data handling
- Equipment and logistics

This policy applies to:

- The Director/Lead Educator
- Employees (current or future)
- Associates and subcontractors

## 3. Definitions

- **Business continuity:** Maintaining priority services during disruption.
- **Contingency:** Pre-planned alternative actions to reduce impact.
- **Disruption event:** Any event that prevents planned delivery or administration.

## 4. Principles

Safe Skills Training Ltd applies the following principles:

- Safety first
- Clear, timely communication

- Evidence-based decisions
- Protect learner experience and fairness
- Protect data and records
- Restore normal service as quickly as possible

## 5. Roles and responsibilities

### 5.1 Director/Lead Educator

The Director/Lead Educator is responsible for:

- Making continuity decisions
- Communicating with clients/learners
- Activating contingency actions
- Maintaining access to systems, records, and templates
- Keeping a record of disruption events and actions taken

### 5.2 Associates/subcontractors (where used)

Associates/subcontractors are responsible for:

- Following this policy and any client-specific site rules
- Reporting issues immediately
- Supporting continuity actions where agreed

## 6. Priority activities (what must be protected)

Safe Skills Training Ltd prioritises continuity of:

1. Learner and client safety
2. Scheduled training delivery (where safe and feasible)
3. Client communications and rescheduling
4. Assessment evidence and certification administration
5. Secure record keeping and data protection
6. Invoicing and essential financial administration

## 7. Common disruption scenarios and contingency actions

### 7.1 Trainer illness or unavailability

Actions may include:

- Notify client as soon as the disruption is known
- Offer reschedule options

- Where appropriate and available, use an approved associate/subcontractor
- Where a substitute is used, confirm competence and agreement requirements are met

## 7.2 Severe weather, travel disruption, or unsafe travel conditions

Actions may include:

- Risk-assess travel and venue access
- Reschedule where safe travel cannot be assured
- Offer alternative dates

## 7.3 Venue becomes unavailable or unsuitable

Actions may include:

- Confirm whether an alternative room/site is available
- Reschedule if a suitable venue cannot be confirmed
- Where appropriate, split delivery into shorter sessions

## 7.4 Equipment failure, loss, or damage

Actions may include:

- Use backup equipment where available
- Adapt delivery to focus on theory and non-equipment-dependent learning outcomes
- Reschedule practical components if required to meet competence standards
- Record the issue and arrange repair/replacement

## 7.5 Infection outbreak or public health restrictions

Actions may include:

- Follow current public health guidance
- Apply infection prevention controls for delivery
- Reschedule where safe delivery cannot be assured
- Use remote delivery for theory elements where appropriate

## 7.6 IT outage (email, calendar, website, booking system)

Actions may include:

- Use alternative access (mobile data/hotspot)
- Use backup contact methods (phone)

- Maintain offline copies of key templates and registers
- Restore access and confirm any missed communications

## 7.7 Data breach or loss of access to records

Actions may include:

- Follow the Data Protection Policy breach process
- Secure accounts and change passwords
- Restore from backups where available
- Record actions and outcomes

## 7.8 Vehicle breakdown

Actions may include:

- Use alternative transport where feasible
- Reschedule if arrival cannot be assured
- Prioritise safety and avoid unsafe travel decisions

# 8. Communications during disruption

## 8.1 Communication objectives

Safe Skills Training Ltd communications aim to:

- Confirm what has happened and what it means for the booking
- Provide next steps and options
- Confirm any actions required by the client/learner
- Confirm revised dates/times where agreed

## 8.2 Communication methods

Communication may be by:

- Email
- Telephone

# 9. Records and evidence

Safe Skills Training Ltd keeps a simple record of disruption events that may include:

- Date and nature of disruption
- Affected booking(s)
- Actions taken

- Communications sent
- Outcomes and any follow-up actions

## 10. Recovery and improvement

After a significant disruption, Safe Skills Training Ltd reviews:

- What happened
- What worked well
- What should be improved

Improvements may include:

- Updating this policy
- Updating templates/checklists
- Adding backup equipment or supplies
- Updating associate/subcontractor arrangements

## 11. Review and version control

- **Policy owner:** Director/Lead Educator
- **Review frequency:** Annually, or sooner if services or risks change

### Version control

Version	Date	Summary of changes
1.0	18/04/2026	First issue

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